Your Guide to:

100 Ram Drive
Jefferson, IA  50129
Phone:  515-386-4107
Fax: (515) 386-8939

"Bridging the Gap from Hospital to Home"

REGENCY PARK
NURSING & REHABILITATION CENTER OF JEFFERSON

Phone: (515) 386-4107
Fax: (515) 386-8939
Welcome

Regency Park Nursing and Rehab Center of Jefferson is a skilled health care facility designed to meet the needs of the aging population, the disabled, and the rehabilitating residents of Greene County and surrounding areas. We are dedicated to enriching the quality of life for each individual resident. We believe in the dignity of our residents and recognize that each person has physical, mental, emotional, and spiritual needs and rights.

We at Regency Park Nursing and Rehab Center of Jefferson believe in stress free rehabilitative care to promote the maximum functioning of each resident entrusted in our care. Every effort is made for maximum rehabilitation.

We insist that each resident receive the best care, for the least possible cost to the resident, in the most ethical manner. We provide care without differentiating between the individual’s race, creed, national origin, sex, or source of payment for the services.

We would like to take this opportunity to introduce you to Regency Park Nursing and Rehab Center of Jefferson. We will do our best to answer any questions that you may have concerning a plan of care. We encourage any suggestions that you wish to make to the Administrator or to other members of the Regency Park team.

Randy Downey, Administrator
Office: 515-386-4107
The Admission Process

Regency Park of Jefferson is here 24 hours a day to assist you in transferring your loved one to the facility. Not only do we provide skilled care, rehabilitation services, and permanent residency, but we also provide respite services and are available for emergent placement when life happens.

We recommend that residents and/or their responsible party schedule an appointment with our staff prior to admission to discuss potential resident needs and complete the necessary paperwork.

The following items should be brought to that appointment:

- Social Security Card
- Medicare Card and/or Medicaid Card (if applicable)
- Insurance Card
- Guardian/Conservator Papers
- Durable Power of Attorney or Living Will (if available – we can assist with establishing a Living Will or DPOA upon admission)
- List of Medicines (if available)

Please plan for approximately an hour to tour the facility, review paperwork and to discuss your placement needs.

To schedule your appointment today, call Lisa Kuhl (Director of Marketing & Admissions) at (515) 386-4107 or (515) 370-2410.

We look forward to speaking with you to help meet your needs!
Getting Ready for Admission Day

Financial and Medical Records
Please bring the following items on or before admission.

- Social Security Card
- Medicare Card
- Medicare Part D Card (Pharmacy)
- Medicaid Card (if applicable)
- Supplemental Health Insurance Cards (if applicable)
- Guardianship Papers, Durable Power of Attorney and Advance Directives
- Social Security Number of Spouse if he was a veteran

Suggested Clothing Articles
1 Pair of good walking shoes
7 Sets of clothing for daytime
3 Sweaters (light colors)
7 Pair of socks (light colors) or hose for ladies
1 Pair of washable non-skid slippers (more if incontinent)
7 Pair of underwear
3 Bras and under slips for ladies
7 Under shirts or tea shirts for men
1 Robe
1 Jacket and/or coat
3 pair of pajamas or gowns for ladies
3 Sweat suits if normally cold

All Clothing needs to be marked with a permanent laundry marker (We have these available for your use.). It is best to mark names on the inside of clothing, on labels or anyplace that is not visible when being worn. Please mark clothing whenever you bring in any additional items.

We suggest light colors as they are generally easier to mark.
We are able to do all laundry. Even if family prefers to do the laundry at home all clothing must still be marked. We recommend our laundry for residents who are incontinent.

Special Belongings
We suggest that keepsakes like jewelry and expensive breakable items be kept at home. We encourage residents to bring other special belongings from home to put in their room, as space and safety permit. A favorite chair, lamp, pictures, radio and TV are normally what are brought in. Please make sure all of these items are marked with the Residents Name. Please inquire if you are unsure about certain items.
Items to gather when applying for Medicaid

- Social Security Card
- Insurance Card
  - Health Insurance Card
  - Prescription Part D
- Copy of Insurance Premiums paid
- Medicare Card
- Power of Attorney
- General (financial)
- Health Care
- Living Will
- Proof of Income – Social Security
- Bank Statement – past 3 months – if auto deposit for SS, this should show
- List of Assets

Contact is:

DHS IM Customer Service Center
Centralized Facility Eligibility Unit
300 W. Broadway, Suite 110
Council Bluffs, IA  51503

(877) 344-9628 (toll free phone)
(515) 564-4040 (fax)
facilities@dhs.state.ia.us  (email)

Regency Park Nursing & Rehabilitation
100 Ram Drive ● Jefferson, IA 50129 ● phone: 515-386-4107 ● fax: 515-386-8989
Administrative Department

The Administrator’s office is located directly in front as you enter the building. We welcome you to stop by. If needed after hours, please feel free to call and make an appointment.

Admission Procedures

We prefer to meet with the resident and/or family members prior to admission to discuss mutual expectations and the level of care needed. At this time we provide a tour of the facility and answer any questions that you may have.

We require a physician’s order to admit a resident. We require an updated physical examination 5 days prior to admission or 3 days after, a TB test to be done prior to admission, and physicians orders that identify the medication, treatment, and activity prescribed for the resident. If you are being admitted from the hospital we can obtain all of this information from them, if you are being admitted from home it will be your responsibility to obtain these.

Only those persons are admitted whose needs can be met by the facility directly or in cooperation with community resources with which is affiliated or has a contract. Such services include physician, medical director, nursing, dietician, rehabilitation (physical, occupational, and speech) therapies, pharmacy, social services and activities. When changes occur in residents physical and mental conditions necessitating services or care that cannot be provided by the facility, residents are transferred promptly to other appropriate facilities in accordance with state and federal regulations.

Room assignments are made according to availability; your medical, physical, and social needs; and to the extent possible, your wishes.

Room Rates

Room Rates are available upon request. You will be given a thirty (30) day notice if there is a rate increase.

Our basic rate includes room, board, meals, activities, social services, housekeeping, basic cable, and general laundry services.

Financial Arrangements

All financial arrangements must be made prior to the date of admission. We request that payment for all remaining days in the month of your admission be paid at the time of your admission.

We request that you provide us with copies of your insurance, Medicare/Medicaid cards, social security card, drivers license and any
advance directives you may have including MPOA or POA, so we are able to bill appropriately.
   Refunds will be made for any unused days remaining in the month upon your discharge.

**Skilled Services/Medicare Certified**

Regency Park offers a variety of skilled services. Often times a resident needs these services after they have had a stay in the hospital of after surgery. Being Medicare certified is important because if you qualify, Medicare could help cover your stay with us.

You may qualify for Part A benefits/skilled services if........

- There has been at least a consecutive three day qualifying hospital stay.
- There is an admission to a Medicare certified facility within 30 days of the hospital stay above.
- There is a need for further care for the same condition treated in the hospital.
- A physician states that daily skilled care is needed.
- Skilled nursing care days do not exceed 100 for each benefit period.

There are 100 skilled nursing days in a benefit period. The first 20 days of skilled nursing days are covered by Medicare Part A at 100%. The 21st through the 100th day Medicare part A will pay all but except a daily co-insurance. Medicaid and many insurance policies will cover this co-insurance.

It is important to know, that Medicare only allows what days that you continue to meet skilled criteria; therefore, not all residents will need 100 days. Regency Park of Jefferson will bill Medicare for you.

**Smoking**

Regency Park allows residents who smoke to have one cigarette per physician order at designated times monitored by staff. A smoking policy will be reviewed and signed upon admission.

**Alcohol**

Alcoholic beverages are permitted and may be dispensed only upon order of the attending physician. However, we do not allow
residents to keep alcohol in their rooms. If you desire alcohol, it will be kept at the nurse’s station and you need only ask the nurse for it.

Food Brought in
We request that all items that are to be taken internally by the resident be dated and labeled. Food is allowed to be kept in the resident’s room if it is stored in an airtight container. Please check with the nurse or the dietary department if there is an item that will need to be refrigerated.

Gifts/Tips
Employees are not to accept monetary gifts or gratuity from residents. The staff is here to provide services without additional compensation from a resident.

Grievance Procedures
If at any time you feel you are not being treated fairly or if you feel an employee has mistreated you in any way, you may voice your grievance in the following manner.

1. Notify the Director of Nursing, the Administrator, or the Nurse on duty of the problem and request that they investigate and assist you in solving the problem.
2. Your comfort, safety, health, and happiness are our main concern and we hope you will give us the opportunity to assist you in anyway should a problem arise. The management of this facility will not discriminate or use coercion or reprisal against a resident for taking this step to solve a problem.

Personal Belongings/Items of Value
The room is furnished with a bed, bedside stand, an over the bed light, a closet, bathroom facilities, cable internet access. Each resident is encouraged to bring family pictures, small pieces of furniture or other items (space permitting) which will make him/her feel more at home. Please keep in mind that the Health Department regulations do not permit electric blankets, heating pads, space heaters, extension cords, surge protectors and throw rugs.

The facility strongly discourages the keeping of valuable jewelry, legal papers, large sums of money, or other items considered of value in the facility. The facility is not responsible for lost or damage of such property. Residents may keep these items at their own risk.
We recognize that you may need small amounts of cash for incidental purchases, beauty and barber services, as well as personal items. For this reason we ask that you either have a family member help with these needs or you may establish a resident trust account at the facility. For more information on this service please feel free to speak with the Administrator or the Business office.

What to bring to your new home

Every effort is made to make this a homelike environment; this requires you to bring in clothes that you would normally wear at home. We recommend;

- 6 dresses/shirts
- 3 slips
- 6 pants/skirts
- 6 bras/t-shirts
- 6 panties/underwear
- 6 pairs of socks
- 2 pairs of good fitting shoes/slippers
- 6 pairs of night clothes
- 3 sweaters
- Coat

Belongings should be marked prior to admission. We will be happy to supply you with a marking pen.

Beauty and Barber Shop

The beauty and barber shop is located in the facility. Our beautician is available for service on Tuesday. We welcome you to have your own barber/beautician to provide you with services at the facility. Please contact the Social Services Coordinator to coordinate a time that is convenient for both you, your provider, and our facility.

Physician Services

The resident acknowledges that he or she is under the medical care of their primary care physician (PCP) or nurse practitioner (NP), and that the facility renders services under the general and specific instruction of said medical personnel. The resident has the right to select their own PCP or NP. However, if the resident does not select a PCP/NP or is unable to do so, a PCP may be designated by the facility.

Your PCP is required to see you regularly according to regulations, his medical judgment and the occurrence of a need perceived by our professional staff. Any involvement by your physician will be billed to you or your insurance company.

If you become ill or sustain an injury, we will call your PCP and your family. In the event that we are not able to get a hold of your PCP we will contact the “on call” physician at the local hospital. If you need new orders or if you need to be transferred to the hospital, the physician in charge at the time will write those orders. Any charges for ambulance services will be billed directly to you.
**Nursing Department**

Our nursing staff is under the direction of a registered nurse who is the Director of Nursing services (DON). Licensed nurses and certified aids are scheduled twenty-four hours a day. The DON is responsible for overall resident care. If you have questions about your care, please speak with the DON.

The nurses communicate and follow the physician’s orders for your treatments, medications, diet, therapy and other care.

If you are unable to assist with your care, the nursing staff is here to assist you with your activities of daily living. It is the goal of all staff members to help each resident to be as independent as possible.

NO abuse, of any kind, is allowed. You will be shown consideration by all staff.

The nursing department also keeps you and your family informed of any and all changes in the residents care.

**Therapy Services**

Regency Park of Jefferson has contracted Greene County Medical Center therapists that come to the facility and treat our residents with the use of state of the art therapy equipment known as Accelerated Care Plus (ACP). This includes use of an Ultrasound, portable stimulator, orthotics, omnicycle, and electromagnetic energy. All of these devices have a unique purpose to help you reach your full rehabilitation goal. (ACP) equipment also helps to decrease pain, loosen tight joints, gain range-of-motion, improve balance, and coordination. We provide Physical, Occupational, Speech Therapy, and a restorative program.

Physical Therapy is a service that is provided for an individual requiring strengthening, exercise, walking and transferring training, or modalities to assist with pain. The licensed therapist evaluates the resident’s needs and sets goals for them to work towards. These goals will help assist in a safe discharge to home if that is indicated.

Occupational Therapy is a service that works with your activities of daily living. The licensed therapist will set goals and work hard with you to achieve them and achieve your independence. They work on dressing, grooming, bathing and much more.

Speech Therapy services are provided by a licensed therapist. The therapist works with residents who have swallowing difficulties, communication issues, and dementia related concerns among others.

Our restorative department helps to maintain the functions in our residents. The restorative program is under the direction of nursing and the therapy department.
Dietary Department

Our dietary department provides palatable, attractive and healthy meals that meet the daily nutritional needs of our residents. It is directed by a certified dietary manager and reviewed by our consultant dietician.

The dietary manager will visit with you within the first few hours you are in our facility to get acquainted and to establish your likes, dislikes, and/or allergies. Menus are posted in the dining room so you will always know what is on the menu for the day. We also provide you with a choice at each meal.

Since eating is a social as well as therapeutic function, we encourage all residents to eat in the dining room. Tray service is provided for those residents that are ill during a period of their stay.

We are delighted to have family eat meals with you. We can accommodate special seating arrangements to make your meal time visit special. If you plan on a large number of guests we request that you give the kitchen adequate notice to be able to accommodate you.

Meal Times

We currently have a la carte dining. This means that you will have options to add on to your meal, and/or other options besides the main meal that is being served for every meal. This gives the residents the freedom to choose what and when they would like to eat.

Meal times are:

Breakfast----------7:00am to 8am  
Lunch-------------11:00am-12:00pm  
Supper-----------5:00pm-6:00pm

Activities

Shortly after your arrival, the activity director will visit with you to get acquainted with you and determine what special interests that you have. We are concerned about your happiness as well as your health, so please feel free to let us know what we can do for you.

In addition to our activity director there are many volunteers that work together to offer a wide variety of social, educational, spiritual, and recreational activities.

Monthly calendars displaying planned activities are located throughout the facility. The activities are also announced prior to the scheduled time of the event as a reminder for you and staff.
Magazines and large print books are available in the dining room on the shelves for your enjoyment. The Jefferson Public Library is also available and will bring books of your choosing.

We have a large bird aviary and fish tank for you to sit and enjoy at anytime. In addition we provide a large TV in our commons as well as a Wii for your gaming pleasure.

The volunteer program is open to everyone of any age who is interested in helping fulfill our resident lives. Contact the activity director for more information.

We also have a resident council that exists to provide a structured method of getting the residents involved in the review of the living conditions at this facility. The council gives the residents an open forum to discuss the services, policies, and any new ideas that affect their lives.

Religious Services

It is the goal of this facility to provide “spiritual care” to those who desire it. We have learned through many years of caring for our residents that often their personal relationship with God is the most sustaining and enduring function of life. Consult the activity director or social services director for assistance or information about religious services.

Social Services

You are unique and have special needs. It is important to us to learn about you. Your adjustment to us and our facility may be easier if we know what and how to help you.

There is a Social Services Coordinator on staff to provide supportive services to our residents. She is an advocate for your needs. This person will be the key to helping you find help with such things as financial assistance applications, shopping, contact with family and friends and will also help explain things if you have questions. The Social Services Coordinator can also answer any questions you may have regarding hospice services available at the end of life. We provide you with a choice of providers if you elect your hospice benefit.

Maintenance Department

Regency Park has a maintenance person to assist in keeping our facility safe and a trouble free environment. For room repairs please contact the maintenance department. The facility is fully equipped with a backup generator that powers the entire facility for peace of mind during Iowa’s harsh winters.
Laundry Services
All linens and personal clothes are washed by us. This is part of our basic service to all residents.
We ask that you bring washable clothes to the facility for your personal use and have your clothes marked to help us get them back to you after they have been laundered. If you plan on your family washing your personal clothes, please provide a suitable container with a lid. These clothing items should be picked up at least twice a week (more often if there is a need). It is equally important that your clothes be marked even if your family is washing them.

Housekeeping Services
General safety and fire safety are a prime concern for us. We need your help and that of your family in keeping your room free of accumulations and combustibles such as excess (more than 3 or 4) newspapers, magazines, or napkins.
Staff, when cleaning or providing care, are asked to spot check for old or spoiled food. We will notify you of its disposal.

Mail
All mail received will be delivered unopened within 24 hours of receipt. We cannot withhold mail from you. If you are having problems or need help with your mail, please let us know so we may assist you in having your mail forwarded to family if that is what you wish.
All outgoing mail is strictly your business and we will not censor it in any way. If you need help with writing letters please contact our Social Services Director.

Telephone/Internet
Each room has the potential for telephone services just like your home. If you wish a telephone to be installed in your room you must arrange for it through the phone company. All charges for telephone services will be billed to you by the telephone company.
A telephone is available to use for all residents. If you need assistance in making telephone calls please ask for assistance.
We encourage you to bring in your internet use devices. Our facility has free Wi-Fi throughout.

Visiting Hours
We recommend that you visit between the hours of 8am and 8pm, though we do not have strict visiting hours for anyone. If there is an issue with visiting hours we reserve the right to enforce them. Visiting may be limited during times of illness.
**Discharge**

Our goal is to discharge you to a more independent living environment if at all possible following treatment and improvement in your medical condition. There may be times when you request discharge or transfer to another facility for personal or medical reasons. We will work with you, your family and your physician to achieve that goal.

Should your medical need and care requirements be beyond our ability to manage safely, we will seek discharge to a more suitable care arrangement. We will try to give 30 days notice of our intent to discharge you; however, when your condition or the safety of yourself, other residents, or staff require it, a discharge maybe made in less than 30 days.

We will assist you in selecting a new living arrangement, if needed, as well as helping you in planning to go home.

**Your Rights**

Prior to or at the time of admission, you will be given a copy of a document entitled “Patient’s Bill of Rights.” This document is required by federal regulation to be given to each resident. We will make every effort to assist you in understanding your rights. If you need help regarding these rights, our services or any aspect of living here at Regency Park please contact the Administrator, the DON or the Social Services Director.

**Restorative Services**

Regency Park of Jefferson is proud of our therapy department program centered on the philosophy from the “door to your home”. Our certified programs follow Federal and State guidelines set forth by Medicare services for Skilled Nursing Care. Part of this approach includes a continued service after the initial rehabilitation; we offer restorative services as an extension service to our residents. All residents are eligible for restorative program which aides in helping residents maintain the skills developed in a therapy program or rebound for an acute illness that caused a weakness requiring therapy for functionality that did not require hospitalization.

Our restorative program is initiated by a comprehensive therapy evaluation per physician’s order, review of resident’s individual physical goals and tolerance level. A treatment plan is then developed by the multidisciplinary team with the physician. Whether it’s to increase strength, improve mobility, alleviate pain, or treat a
communication disorder, we are committed to helping reach an improved level of independence as quickly as possible.

Regency Park of Jefferson invites you to be one of our success stories at our facility. With an accelerated therapy program and multidisciplinary approach to meeting your needs, we can “bridge the gap from hospital to home”.

**Physical Therapy**

Physical Therapy utilizes various treatment approaches to promote the independence and quality of life for each resident.

Physical Therapy increases:

- Flexibility
- Strength
- Endurance
- Balance
- Alleviation of Pain

**Occupational Therapy**

Occupational Therapy is personalized toward increasing a resident’s ability to complete the routine activities of daily living and specific disease symptom management to maintain function ability.

Occupational Therapy aids with:

- Cognitive Testing & Treatment
- Alzheimer’s Therapy
- Low Vision Therapy
- Lymph edema Management
- Strengthening and Endurance
- Energy Conservation
- Daily Living Skills
- Wheel Chair Positioning
Speech Therapy

Speech Therapy treats swallowing and communication difficulties to allow safe and adequate nutritional intake and functional communication with staff and family.

Speech Therapy assists with:

- Swallowing
- Verbal Expression
- Communication of needs and wants
- Memory
- Organizing thoughts and speaking sequencing
- Comprehension
- Problem Solving
- Reading Comprehension
- Alternative methods of communication
Regency Park of Jefferson's Sunrise Center

Nursing Dementia Unit

- 24 hour Nursing Staff Supervision
- Physical, Speech, & Occupational Therapies
- Beautiful Enclosed Patio
- Interactive Activities Centered Around Each Resident’s Interests & Abilities

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Medicare (Skilled Care)
If you have Medicare Benefits you MAY be eligible for up to 100 days at no cost to you. IF you meet all of the Medicare eligibility requirements and have a supplemental health insurance.

**Room Rates**

**Prices Per Day**

**Effective December 1, 2015**

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semi-Private Room – Bathroom shared by two rooms</td>
<td>$160.00</td>
</tr>
<tr>
<td>Semi-Private Room – Bathroom for this room only</td>
<td>$165.50</td>
</tr>
<tr>
<td>Small Private Room – Private Bathroom</td>
<td>$171.00</td>
</tr>
<tr>
<td>Large Private Room (Suite) - Private Bathroom</td>
<td>$185.00</td>
</tr>
<tr>
<td>Alzheimer’s Unit (Sunrise Center)</td>
<td>$181.00</td>
</tr>
</tbody>
</table>

**Medicaid (Title 19)**

Iowa Department of Human Services

If you do NOT have resources to pay the per day rates listed above, you may be eligible for state assistance. Please call or come in if you have questions.

Payments can be accepted by check or credit card.

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**Regency Park Nursing & Rehabilitation**

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